



EPW 3671

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

NCR Docket No. 9378

John D. Frazier, et al.

Group Art Unit: 3671

Application No.: 09/943,708

Examiner: Pezzuto, Robert Eric

Filed: 8/31/2001

For: IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER
IDENTIFICATION AND SERVICE-TIME MEASUREMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

REPLY TO RESTRICTION REQUIREMENT DATED APRIL 19, 2005

This is a reply to the Restriction Requirement dated April 19, 2005, in this application. Applicant asks the Office to reconsider this application.

A Listing of Claims begins on page 2 of this paper.

Remarks/Arguments begin on page 10 of this paper.

Conclusions are given on page 12 of this paper.

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313, on

May 10, 2005 *Sallie Spicer*
Date Sallie Spicer